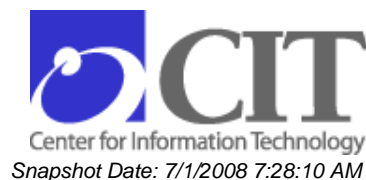# Customer Service Report for HSB
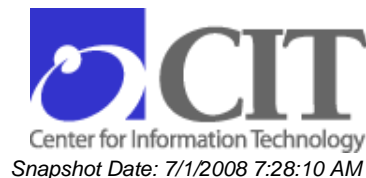
For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

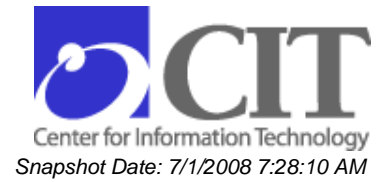|	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	0	1	0	0	0	0	0	1	0	0	5
Application Support											
COTS-MSExcel-Troubleshoot	1	0	0	0	0	0	0	0	1	0	34
Database Development	1	0	0	0	0	0	0	0	1	0	5
OS/NOS/Request	1	0	0	0	0	0	0	0	1	0	10
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	20
Sharepoint-License/Purchase	1	0	0	0	0	0	0	0	1	0	23
Spec App/SERCH/Application Error	1	0	0	0	0	1	0	0	0	0	0
Web Apps-Recommend	1	0	0	0	0	1	0	0	0	0	0
Web Apps-Troubleshoot	1	0	0	1	0	0	0	0	2	0	4
ASR											
Colocation-ON	1	0	0	3	0	2	0	0	2	0	0
Oracle	0	0	0	33	0	5	0	0	28	0	0
Other	0	0	0	75	0	40	0	0	35	0	0
SQL	0	0	0	1	0	0	0	0	1	0	0
Unix	0	0	0	186	0	34	0	0	152	0	0
Windows	3	0	0	44	0	9	0	0	38	0	0
Back Office Support											
Active Directory	1	0	0	0	0	1	0	0	0	0	0
Backup/Restore	4	0	0	0	0	3	0	0	1	0	3
Create DL	1	1	0	0	0	1	0	0	1	0	3
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	40
Print Hosting	1	0	0	0	0	0	0	0	1	0	7

Customer Service Report for HSB

For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CIT Categories											
CIT Desk Sec Serv/ALT-Add/Remove Accts	0	1	0	0	1	0	0	0	0	0	0
Web Dev/Enhancement	0	0	0	1	0	0	0	0	1	0	5
Web Site Issue	2	0	0	1	0	1	0	0	2	0	5
Connectivity											
Proxy Server	1	0	0	0	0	0	0	0	1	0	18
TCP/IP	1	9	0	0	0	0	3	0	1	6	0
Email											
Exchange Email	1	0	0	0	0	0	0	0	1	0	20
MS Outlook	1	0	0	0	0	0	0	0	1	0	39
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	2
Hardware											
Desktop/Request	1	0	0	0	0	0	0	0	1	0	11
Desktop/Troubleshoot	1	1	0	0	1	0	0	0	1	0	12
Printers/Replacement	1	0	0	0	0	0	0	0	1	0	7
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	4
Servers/Request	0	1	0	0	0	0	0	0	1	0	0
Servers/Troubleshoot	1	0	0	1	0	1	0	0	1	0	5
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	12
NIHnet											
Inquiry	0	0	0	1	0	1	0	0	0	0	0
Service Prov-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
Service Prov-Port Add	1	0	0	0	0	0	0	0	1	0	8
Security											

Customer Service Report for HSB

For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Alert Message	0	0	0	4	0	1	0	0	3	0	1
Unix Support											
Unix Support	0	1	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	7
Inaccessible	0	0	0	1	0	0	0	0	1	0	1
Other	1	0	0	1	0	1	0	0	1	0	0
Grand Total:	**37**	**16**	**0**	**353**	**2**	**103**	**3**	**1**	**290**	**7**	**1**

Total Tickets Closed:	**298**
Total Tickets Assigned/Pending/Checked Out:	**108**
Total Tickets Created:	**406**